

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:4803
ANSWERED ON:15.12.2016
Air India Flight Incident
Gutha Shri Sukender Reddy

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether the Government is aware that Haj pilgrims coming from Saudi Arabia by Air India flight on 9th October, 2016 were not served food in the flight even after lunch time, which reached Shamshabad airport in Hyderabad at 3 : 40 pm;
- (b) if so, the details thereof;
- (c) whether a written complaint to this effect had been given by people to Air India and sent a copy to Minister also, if so, the details thereof;
- (d) whether the Ministry has enquired into the matter in detail, if so, the details thereof; and
- (e) whether any action has been initiated against the erring Air India personnel, if so, the details thereof and the measures taken by the Ministry to avoid recurrence of such incidents in future?

Answer

Minister of State in the Ministry of CIVIL AVIATION

(Shri Jayant Sinha)

(a) & (b): The Haj flight on 9th Oct 2016 was departure

around 0745 A.M. As per procedures, all flights departing until 0800 A.M. were being treated as Breakfast service flights wherein alongwith sumptuous breakfast menu and an additional mini meal was also served. Accordingly, both breakfast and mini meal were served to the passengers.;

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(c): The feedback was received through Air India Haj Coordinator-Hyderabad. Upon receipt of the requirement, breakfast menu was immediately replaced with full Lunch on all Haj flights. ;

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(d) & (e): The meal schedule was immediately revised by Air India. Also the meal service is decided as per the departure time of the flight. There was no complaint regarding meals from any of the other Haj flights.